STATE OF NEW JERSEY SCHOOLS DEVELOPMENT AUTHORITY

Job Description

Job Title: Help Desk Analyst   Requisition # 2016-13
Division: Information Systems
Reports To: Director – Information Systems
Grade Level: H13
Salary: $37,500 - $48,000
FLSA Status: Non-Exempt ☑
Employment Status: Full Time ☑

Job Summary

The Help Desk Analyst provides technical support for various off the shelf, customized applications, enterprise systems, and telephony devices. Provides onsite and remote computer support; ensures proper corrective actions are taken to resolve reported problems allowing computer users to do their work in an effective and efficient manner. Residency in New Jersey is a requirement for consideration for this position in accordance with the New Jersey First Act.

Essential Duties and Responsibilities

1. Serves as the central point of contact for all Information Systems service support requests and technical issues.

2. Responsible for oversight and coordination of desktop systems security including the installation of desktop operating system software and software patches using centrally managed systems, such as, Windows Deployment Server, Windows System Update Server, Windows System Center, and Symantec Endpoint Protection.

3. Responds to support requests assigned, or support requests received via telephone and/or e-mail.

4. Identifies, researches and resolves technical problems for a variety of hardware platforms and software applications, as well as, basic networking and connectivity issues.

5. Provides continual follow up on all assigned support requests through resolution in order to provide end users with the highest level of service and satisfaction as measured by SDA's surveys and management.

6. Records accurately all support requests including problem descriptions, troubleshooting activity used to resolve support request and resolutions using the Support Center Help Desk software.

7. Researches technical problems, system/software updates/upgrades to determine the impact to SDA systems or environment. Document and implement resolutions for technical problems and system/software updates/upgrades.

8. Applies specific technical knowledge and troubleshooting skills to simulate reported problems and facilitate resolution in a timely manner.

9. Escalates unresolved support requests as needed either within the Information Systems Department or through external support providers.

10. Performs on-call responsibilities outside of normal business hours as required.

11. Other duties as assigned

Required Skills and Abilities

1. Good organizational, analytical and problem solving skills

2. Demonstrated professional demeanor and excellent customer service skills.

3. Good written and verbal communications skills.

4. Ability to establish and maintain cooperative work relationships, work independently with all levels of the organization and collaborate effectively within a team environment.

5. Demonstrated ability to manage multiple projects and handle multiple priorities under pressure and within a fast-paced environment.

6. Demonstrated ability to diagnose, isolate and resolve computer hardware and software-related problems expeditiously and independently.

7. Strong knowledge of standard operating systems, printers, workstation hardware troubleshooting, and off-the-shelf applications for Windows Operating Systems, Microsoft Office, Internet Browsers, Outlook, help desk and patch management software.

Required Education and Experience

1. Associates degree or comparable technical training certification such as Comp TIAA+, Comp TIA Security+, Microsoft Certified Systems Administrator (MCSA).

2. Minimum one to two years computer application help desk experience providing end user support.

Physical Demands
Ability to move, carry and install computer monitors and equipment as needed

Certificates Desired
CompTIA A+
CompTIA Security+
Microsoft Certified Systems Administrator (MCSA)

Licenses Required

Valid drivers' license